


# **2003 STATEWIDE CONSUMER SURVEY**

**(Survey Period: April through May 2003)**

## **Results Highlights**


**Arizona Department of Health Services  
Division of Behavioral Health Services  
January 2004**

A stylized silhouette of a mountain range in a darker shade of teal, located in the bottom right corner of the slide.

# SURVEY HIGHLIGHTS

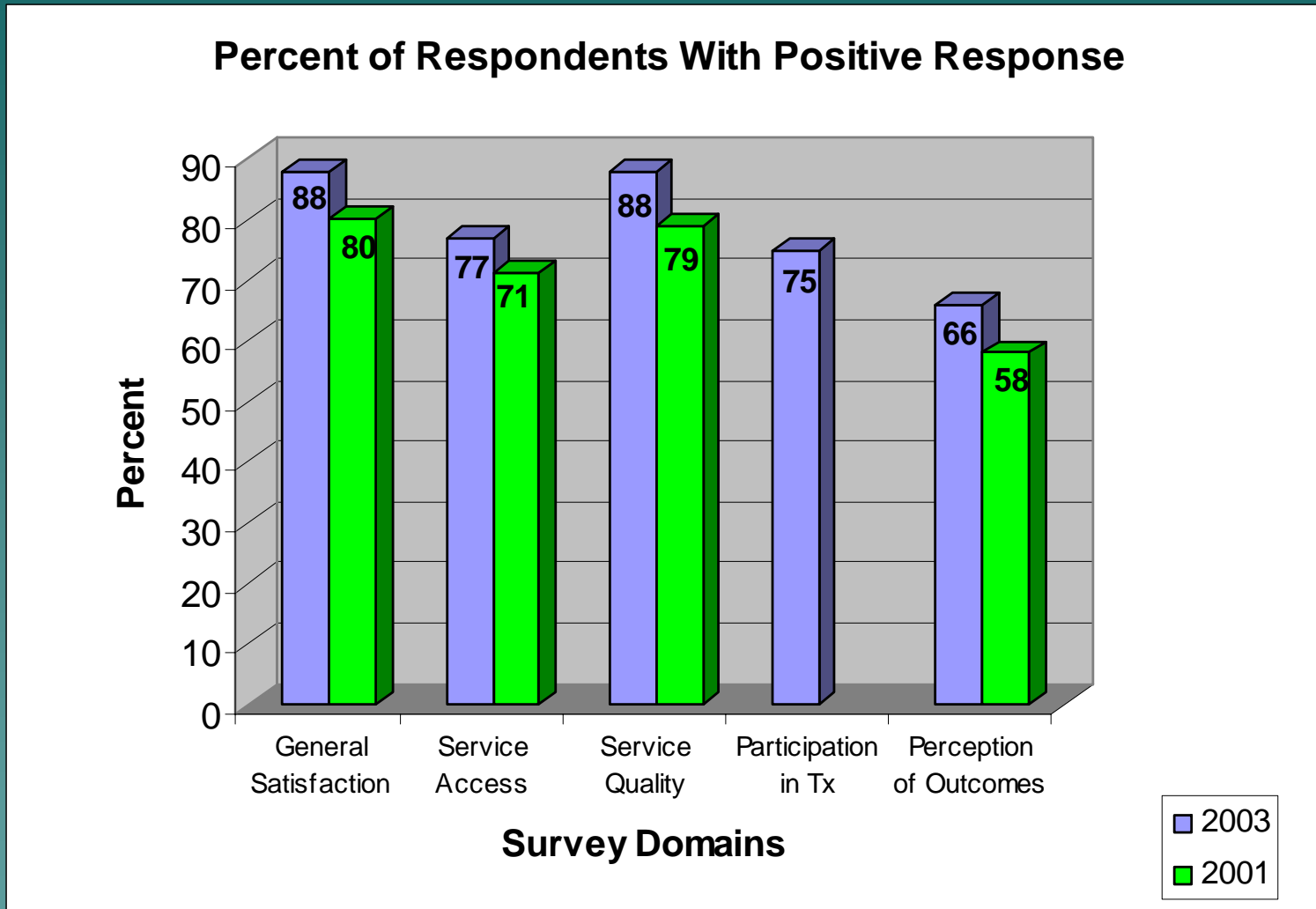
- ◆ Improved consumer participation:
  - In terms of response rate
    - ◆ Adult: 78% compared to 19% in 2001
    - ◆ Families: 79% compared to 14% in 2001
  - In terms of volume
    - ◆ Adult: n=1,996 compared to n=1,356 in 2001
    - ◆ Families: n=1,783 compared to n=394 in 2001
- ◆ Improved percentage of clients responding positively on all survey domains
- ◆ Improved percentage of clients responding positively across all survey items
- ◆ High percentage of respondents provided written comments (adults - 94%; Families - 97%)

# SURVEY METHODOLOGY

- ◆ Random sample of pre-selected enrolled population receiving services at time of survey and met the survey eligibility criteria
  - ◆ Surveys were distributed by non-treatment staff at the provider level upon check-in by client for appointment
  - ◆ Respondents completed the survey prior to their appointment and used drop-box provided on site
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- A stylized silhouette of a mountain range in shades of teal, located in the bottom right corner of the slide.

# OVERALL FINDINGS

## Adult Consumer Survey

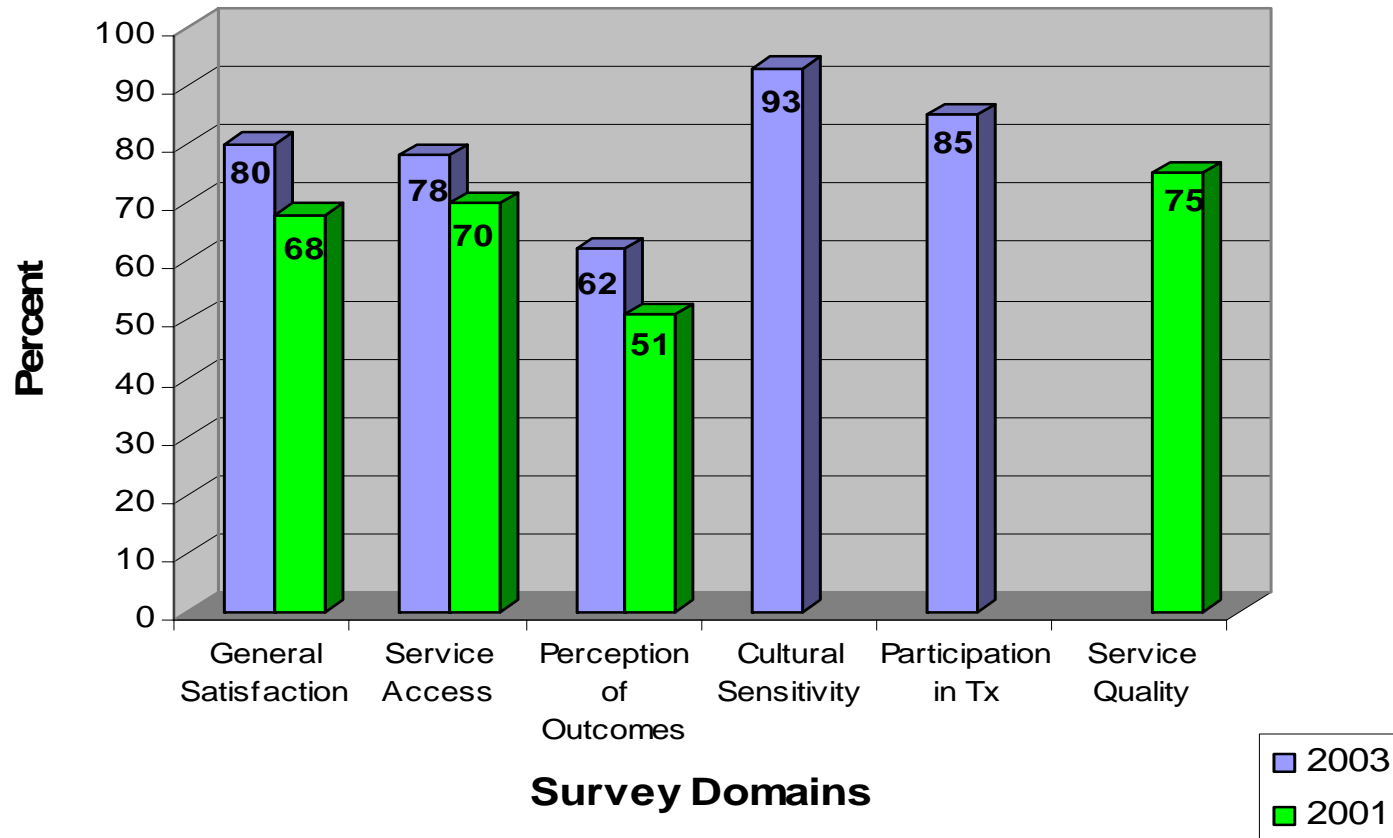


- ◆ Participation in Treatment Planning domain was included in Service Quality Domain in 2001.

# OVERALL FINDINGS

## Youth Services Survey for Families

Percent of Respondents With Positive Response

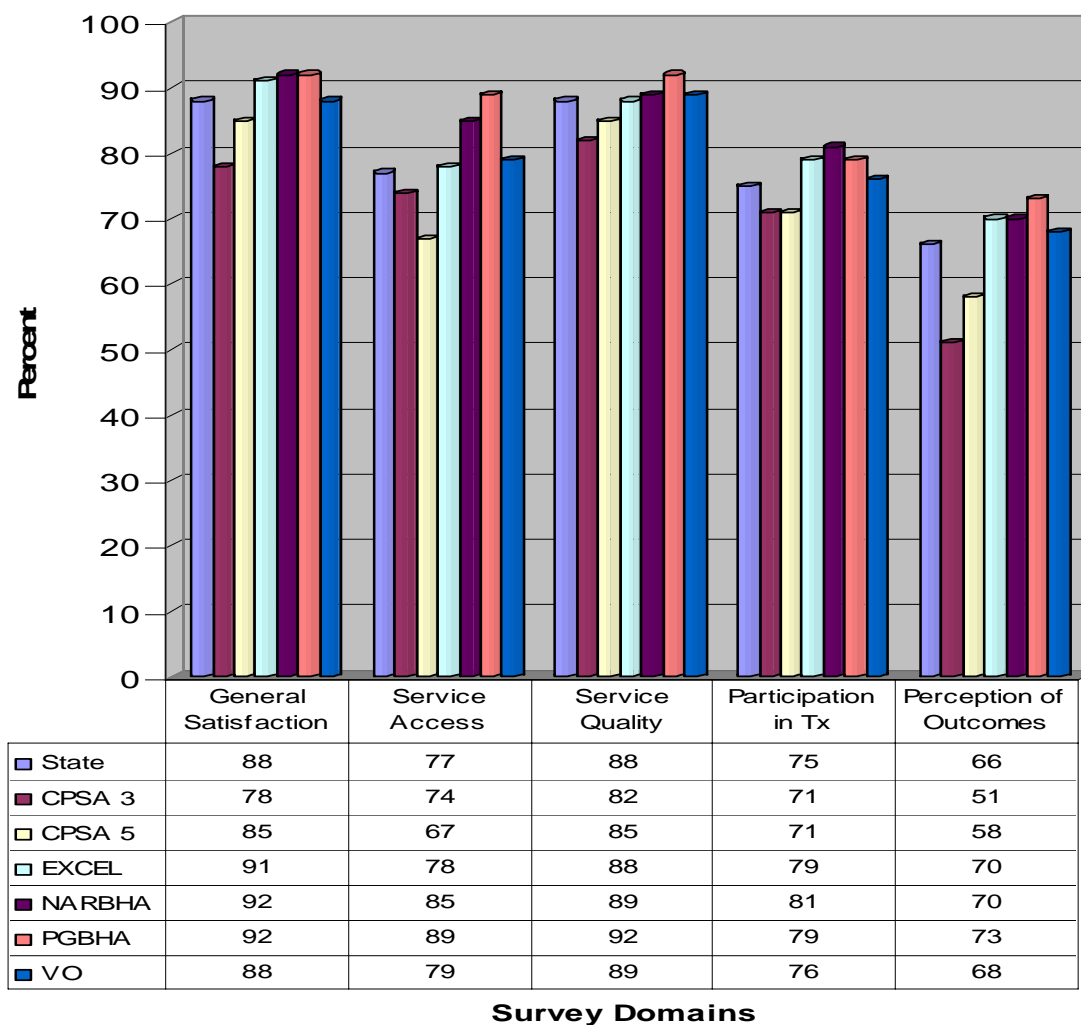


- ◆ Cultural Sensitivity and Participation in Treatment Planning Domains were included in Service Quality Domain in 2001.

# OVERALL FINDINGS

## RBHA PERFORMANCE: 2003 Adult Consumer Survey

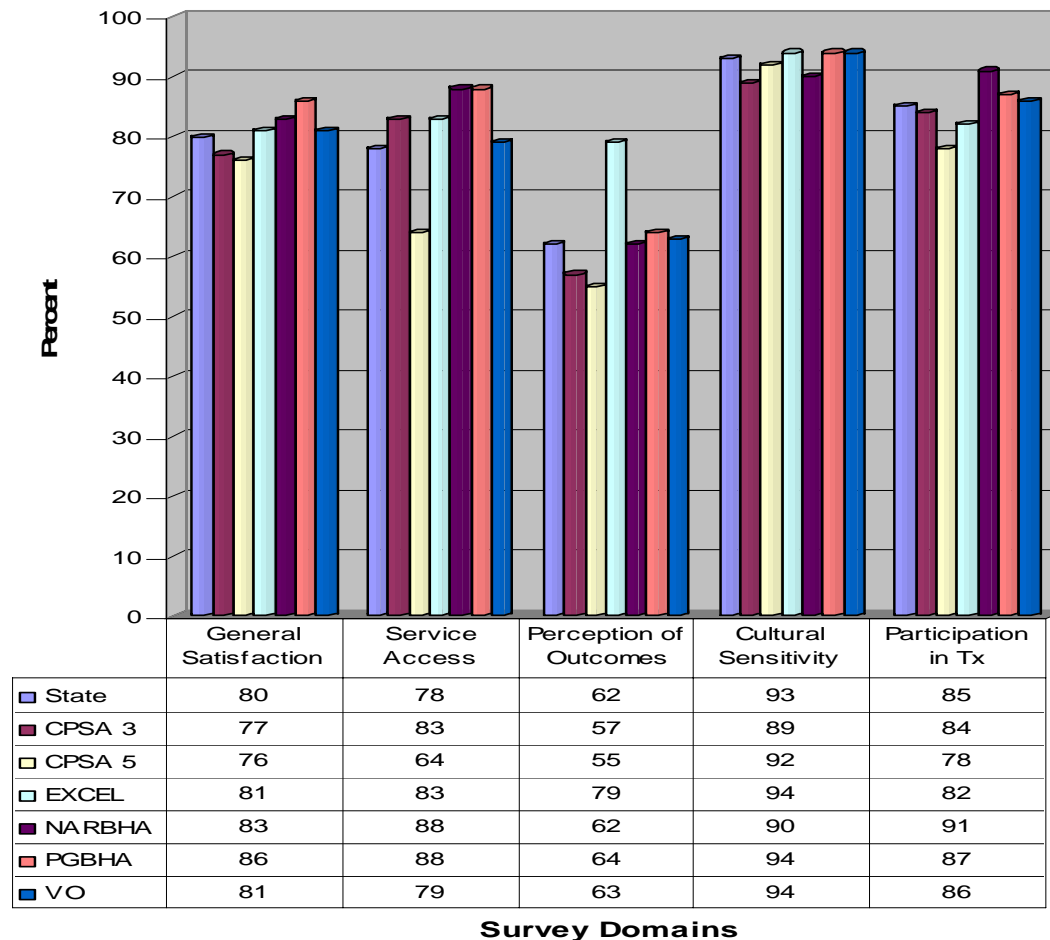
Percent of Respondents with Positive Response



# OVERALL FINDINGS

## RBHA PERFORMANCE: 2003 Youth Services Survey for Families

Percent of Respondents with Positive Response



# CONSUMER COMMENTS

What have been some of the most helpful things about the services you (your child) received over the last 6 months?

## ◆ Statewide themes

- Medication
- Counseling services
- Staff attitude
- Education or information provided on illness self-management, skills development, parenting skills, and other topics that help us with the illness



# CONSUMER COMMENTS

What would improve the services that you (your child) received here?

## ◆ Statewide themes:

- Appointment availability ( reduce the waiting time, need for an easy access to psychiatrists, counselors, other behavioral health staff)
- Staff turnover and under-staffing
- Need for psychiatrists and counselors to spend longer time with consumer/family

# OTHER REPORT FEATURES

- ◆ Other available data:
  - By survey item
  - By subgroup (gender, race, ethnicity, age groups, SMI and Non-SMI)
  - Respondent profile
  - Thematic analysis of consumer comments by RBHA
- ◆ Title XIX/XXI Survey Analysis
- ◆ Benchmarking with Other States
- ◆ Benchmarking with Past Survey Performance
- ◆ Lessons Learned from the TRBHA Pilot Survey
- ◆ Survey Limitations, Issues and Problems

## NEXT STEPS

- ◆ Disseminate survey results to stakeholders
- ◆ Use data in provider network development, quality improvement initiatives, program/service evaluation
- ◆ Identify and cross-reference specific system and RBHA issues with existing quality improvement initiatives
- ◆ RBHAs will use the results to work with respective provider agencies in developing and/or strengthening performance improvement initiatives
- ◆ ADHS will continue to provide leadership in planning for a seamless survey administration process for 2005.